

MINITEX

Resource Sharing News

A program of the Minnesota Higher Education Services Office at the University of Minnesota

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Document Delivery Update

Becky Ringwelski

MINITEX staff members have been busy this fall and winter. In addition to the usual request processing, we added a measurement project to the work being done. An article about the measurement study appears on page 3 of this issue. This was a good deal of work for our staff, but the information on turnaround time was heartening for all of us. Changes we've made to our services, such as MEDD and extended staff hours (until 8:00 PM in some areas) have made positive impacts on our turnaround time.

We're all thinking about the uncertain budget situation and trying to think strategically about the potential impacts. We are aware of the importance of fast, quality service to our participants and will guard that aspect of Document Delivery. We will let libraries know in advance if budget constraints will require changes to the services we're able to provide. A mailing went out in late February announcing some changes in our referral processes, and that information also appears in this issue. We also know that many of your libraries have suffered cuts, and we certainly want to do everything we can to continue the tradition of resource sharing that we have established over the past thirty years.

Have you checked out the MnLINK/MINITEX ILL policy database? This resource became available in early February and an announcement went out to ILL staff and Directors in Minnesota at that time. This database includes information pertaining to ILL departments across Minnesota. Included are contact information, lending policies and general information such as ILL software used. To access the database, point your web browser to: <http://www.minitex.umn.edu/illpolicy>

The MnLINK ILL Subcommittee developed the database on the specifications for the upcoming OCLC ILL Policies and Technology Directory that will replace the current Name Address Directory (NAD). MINITEX staff will use the information provided by Minnesota OCLC participating libraries to populate the new OCLC directory. Libraries will be contacted if further information is needed.

The MnLINK ILL subcommittee has also completed work on a revision to its partner list document. The document, "Guidelines for Developing an Interlibrary Loan Partner List," revised January 30, 2003, is available on the MnLINK website. The report has been changed to include information on the Fretwell-Downing VDX software as well as taking into account other factors that have come into play since the report was written in 1999. The revised report was presented at the February 6, 2003, meeting of the Gateway Operations Committee where the group endorsed it. The approach libraries take in developing a list of potential lenders is important now that the Fretwell-Downing VDX ILL software is being used by several libraries in our region.

VDX – up and running!

Raquel Franklin, Carol Nelson

On Wednesday, January 8, MINITEX and the staff at 6 other libraries got their first look at how the much anticipated MnLINK Gateway VDX ILL software really works as it was launched into production. Throughout January and February, other libraries were added to the system and now include: Anoka County, Great River Regional, Plum Creek, Scott County, East Central Regional, Minneapolis Public, Dakota County, Hennepin County, Viking, Northwest Regional, Lake Agassiz Regional, Kitchigami Regional, Arrowhead, Carver County, Ramsey County, SELCO, St. Paul Public, Washington County and MINITEX. As of February 28, 2003, MINITEX had received 5383 requests through VDX.

Raquel Franklin manages the staff who work with the software in the MINITEX office. Raquel is familiar with VDX software because the Wisconsin public libraries began using a similar version of it last spring. Additional MINITEX staff members are also incorporating VDX downloading, creating requests, and processing negative replies into their daily routine. Adjusting to a new request format and watching for problems are all part of the learning curve on the new system.

Currently VDX automatically searches ISBN, ISSN and LCCN numbers to determine owning locations, but that still means some valid locations are missed. The system automatically sets the location routing order and lists known locations on outgoing requests. MINITEX can show up on the routing order in two places, both as a lender (when the University of Minnesota, Twin Cities Campus Libraries own the item) and as the location of “last resort.”

The staff really likes the VDX features that allow them to renew, cancel, and request more information right on the system. It saves time by eliminating the need for phone calls or email to perform these routine tasks. The system is also relatively easy to use. Once initial training is finished, it only takes about an hour or two to train additional staff to use the system.

Users are also looking forward to the enhancement of the automatic searching capability when version 2.3 is released sometime this summer of 2003. Version 2.3 will be capable of routing requests based on item availability. Item status cannot currently be determined by the system before routing requests to potential lenders.

Users have experienced intermittent problems since the system went live. The “glitches” and system downtime have included the inability to print “picklists” of incoming requests, slow response time when searching, and issues with patron validation. A fix was installed on February 3rd that addresses the system slowness and downtime issues. Also in the works for a requested change is a problem with the default “note” field. Currently if the borrowing library doesn’t change the default to “all lenders,” the note will only display to the first lender in the string.

Fortunately, Fretwell-Downing has been quick to respond to the problems and we are lucky to have Susan Deuis of the PALS office who is providing excellent support for our VDX libraries.

VDX libraries -- you can help MINITEX by:

- Making sure you change the “note” field default to “all lenders.”
- Providing any OCLC verification and the locations, before submitting requests.
- When creating an article request from a blank work form be sure to include the copyright designation.
- Check for renewals and conditionals in the work queue.
- For requests for AV items, include the specific format in the notes field.

Measuring our service to you – the 2002 Measurement Project

Obinnaya Oji

The process redesign in MINITEX Document Delivery in 2000 meant structural changes in the way requests are routed and processed through our system. A primary goal of these changes was to examine our fill-rate and turnaround time. Our staff was cross-trained to be more flexible and knowledgeable of our processes. Electronic delivery resources were also installed at remote locations to deliver materials faster to our patrons. A measurement survey (Measurement Project 2000) was initiated to establish our performance levels at that time.

Two years later, from October 7-11, 2002, we embarked on another measurement survey. The goal of this survey was to collect, evaluate, and compare data, where appropriate, to the 2000 survey. The 2002 survey design and data collection processes were similar to 2000. It involved attaching 100 logs a day to random requests over a one-week period. Each log included pre-established process steps (production points). As the requests moved through the system, they were timed and dated by staff. This measurement structure allowed us to measure operation time, elapsed time (periods between each step), fill rates for each log, processes, and sub-processes with our system, and performance of units within our department.

Analysis and conclusions based on data collected is still on-going and will be provided in future *Resource Sharing News* issues. However, two quick observations stand out. First, items retrieved and filled from University of Minnesota, Twin Cities and Minneapolis Public Library locations are being turned around at a faster rate. The

turnaround time for loans and copies was over 2 days in 2000; the rates for 2002 were 1.6 and 1.1 days respectively. Second, about 60% of all tracked requests were filled from the University of Minnesota Twin Cities Campus and Minneapolis Public Library locations; the rest of the requests were referred to other libraries in our region.

Of great interest to us in MINITEX Document Delivery is the “elapsed time” or periods of inactivity between process steps (production points). An example is the downtime between when a request is sorted and when it is actually retrieved at our numerous campus locations. Through the re-allocation of staff resources we were able to move processing into the early evening. This will help reduce “elapsed time” and provide materials to your patrons faster. The impact of increased electronic delivery from remote locations should also improve turnaround time and thereby patron satisfaction. Processing requests via the new MnLINK-VDX software will also impact our production landscape. The detailed results of these changes will be verified in the 2003 Measurement Project.

Though we collect monthly data from our management software, the measurement surveys allow us to evaluate in greater detail the smaller steps within our processes and to make adjustments for better productivity.

If you need more information on this Measurement Project or data of transactions between your library and MINITEX Document Delivery feel free to contact Obinnaya Oji (612-624-4385 or o-oji@umn.edu).

Delivering great service!

Agnes Lee

In the summer of 2002, MINITEX staff attended a four-hour workshop titled “Delivering Great Service” sponsored by the Training Services at the University Of Minnesota.

Allow me to state a quote by Mark Yudof, then President of the University Of Minnesota. “Everyone, from top to bottom, is the recipient of services - be it our telephone, the heat in our buildings, academic advising, or a graduate

seminar - and each person, in turn, serves others. What’s more, we serve not just by doing but by thinking, whether we’re an electrician, a financial-aid officer, or a tenured professor.”

In Document Delivery, we went through a process redesign in 2000 and made changes to help improve workflow, reduce request turn-around time, and increase staff knowledge.

(continued on page 4)

Delivering great service! (continued from page 3)

We are continuously challenging ourselves as individuals and as a unit to re-think and examine ways we do certain tasks.

We are also looking at the different ways we communicate with you. Are we communicating effectively? Are we

meeting your needs and the needs of your patrons? If you have any suggestions or comments on how MINITEX can deliver better service, please contact Agnes Lee at (612) 624-4574, (800) 462-5348, or leexx050@umn.edu.

Providing quality copies

Kevin Lian-Anderson

It is an article of faith among film aficionados that a remake rarely achieves the quality of the original. OK, maybe "The Blob" circa 1988 oozed rings around the gelatinous mass which threatened a fresh-faced Steve McQueen in the fifties, but the only way out of that barrel was up, right? Here at MINITEX we do our best to ensure that the remakes we distribute succeed in delivering the clarity and quality of the source material.

From July through December of 2002, our office received over 55,000 requests for copied material. This figure includes journal and newspaper articles, book chapters, replacement pages, etc. Although we fill a good portion of these requests through our access to the collections of the University of Minnesota-Twin Cities, a significant number are referred to other locations. Over the aforementioned time period, MINITEX placed over 13,500 requests for copies with other libraries. Approximately 65% of those requests were filled. Hopefully, what the patron ultimately received was a good, clean, readable copy of the information they had requested.

MINITEX tries to subject each and every page that arrives in our office to a high level of scrutiny. This is particularly important as we are sending more and more of the articles to patrons via electronic delivery methods (MEDD, ARIEL, and RELAIS) that are more sensitive to dark margins and other such conditions. Here are some of the things we look for during the evaluation process:

- incorrect pages or article/chapter title
- missing pages
- obscured, blurry, or unreadable text (particularly with items we receive via ARIEL)

- dark margins/tight bindings
- text cut off at the margins
- fingers or hands captured in the photocopying process

Any of these conditions usually means we have to contact the staff at the library who provided the copy and ask for a replacement or additional pages. As a result, the copy is delayed in its journey to the patron and work has to be duplicated at both ends of the referral process. Here are some tips that may help prevent unusable copies:

- Watch for article continuations that skip several pages.
- Note that "eoa" in the pages field of a request indicates "end of article", e.g. 17-eoa.
- Indicate "best copy possible" for items with tight bindings which make text somewhat difficult to read at margins or have graphics that are not reproducing well. MINITEX will determine if we can use the copy or not and we will know to refer this particular copy to a different location, if necessary.
- Reply negatively (report code 12) to a request when the source material is in a condition which prohibits a copy of reasonable quality.
- Watch those fingers and hands.

As always, please contact us if you receive a copy or copy transmission which is lacking in quality. We will do our best to rectify the situation. Just don't ask us to remake "Casablanca"!

Changes to Document Delivery referral locations - effective March 31, 2003

Carol Nelson

Recently, a mailing was sent to all Interlibrary Loan staff members alerting them to the following changes in MINITEX's referral policy to libraries outside of our region. The information in the memo is repeated for those who might have missed the mailing.

Due to budget reductions proposed by the Governor for FY04 and FY05, I have directed the MINITEX staff to implement some changes associated with our referral service that will reduce expenditures by several thousand dollars over the next two years. In reviewing the service, we find that the majority of libraries participating in this service use OCLC ILL and can request journal articles through their own internal processes. I understand that these changes will result in both delays in filling some requests for your patrons as well as in additional rework for your library staff. And, it will result in some requests going unfilled, therefore lowering the MINITEX fill rates. However, I feel this change is necessary at this time given the budget constraints that we will be working with over the next biennium and in order to begin reducing some of our expenditures.

--- Bill DeJohn 2/21/03

Beginning March 31, 2003, Document Delivery's referral policy for many services will be changed or discontinued. Here is an outline of all of the referral changes:

IFM (Out of Region) Referrals: The "IFM" service (also known as "Out of Region" service) was added in 1997 to enhance our fill rate for journal requests and to assist libraries, especially those with no means to refer requests outside of the MINITEX region, in obtaining journal articles for their patrons. As of March 31, 2003, there will be:

- No referrals for serial requests to "out of region" locations. Please note that we will continue to process those "out of region" requests that were being processed at MINITEX prior to March 31. Beginning March 31, any new requests will receive a report of "50" for "out of region" locations.

University of Illinois at Urbana-Champaign (UIU): MINITEX has contracted for many years with the University of Illinois, at Urbana-Champaign to fill requests for both monographs and serials at a discount. Over the years, the price for this service has increased to

its current charge of \$10.00 per fill. As of March 31, there will be:

- No referrals for any requests to University of Illinois at Urbana-Champaign (UIU).

British Lending Library Document Supply Centre (BLDSC): MINITEX currently refers a small number of requests to BLDSC, but that number would rise due to other referral changes outlined in this document. The British Lending Library charges significantly more for its services than do our other non-MINITEX referral locations. As of March 31, there will be:

- No referrals for any requests to the British Lending Library Document Supply Centre (BRI).

Wisconsin, WILS locations (primarily Wisconsin Academic Institutions): MINITEX has maintained a borrowing/lending relationship with WILS for almost 30 years. However, due to budgetary constraints, we need to limit some of our referrals to Wisconsin to contain costs. In the past, our policy was to refer all requests when owned at the WILS - Madison Campus libraries. We limited referrals to WILS non-Madison Campus libraries to items not owned elsewhere in the MINITEX region. As of March 31, There will be:

- No referrals for any item owned at WILS libraries, including University of Wisconsin-Madison Campus libraries when there are Minnesota, North Dakota or South Dakota locations which own the item.

We deeply regret the inconvenience these changes will cause our participants. MINITEX staff members have always been proud of the services we provide, especially when those services help libraries obtain materials to which they would not otherwise have access. However, we feel that in addition to the cost savings for the interlibrary loan lending charges, these changes will provide savings in staff time, which can be re-allocated to other tasks. We will continue to strive to provide fast and efficient service for all of your requests. In addition, we would like to remind all users about the MINITEX referral services to "out of region" libraries for which there will be no changes.

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Changes to Document Delivery referral locations - effective March 31, 2003 (continued from page 5)

Those services are listed below:

No changes for referrals to Wisconsin Reference and Loan (WIRL) locations: Over 300 libraries (mostly publics) are part of the Wisconsin Reference and Loan network. Wisconsin Public Libraries and MINITEX have a reciprocal lending/borrowing agreement.

No changes for referrals to the University of Alberta (UAB) and Lakehead Thunder Bay (LAKTB/XOI): We will continue to refer, as we have in the past, to these two Canadian Locations. MINITEX does not pay for referrals to XOI. Referrals to UAB will be re-evaluated at the completion of our current contract this spring.

No changes for referrals To National Libraries: MINITEX is able to obtain the following materials from three national libraries:

	Books	Articles
• Library of Congress (DLC)	Yes	No
• National Library of Medicine (NLM)	No	Yes
• National Agricultural Library (AGL)	Yes	Yes

These locations are all considered "libraries of last resort," meaning that all other holding locations in the United States must be unable to supply the item before we may

request the material from them. For specific information on requesting a referral to a national library, check the MINITEX website at:
<http://www.minitex.umn.edu/docdel/national-lib.asp>

Please note that the following Library of Congress items are not available for loan:

- Books that are in print and published within the last 2 years.
- Reference materials
- Genealogical materials
- Sheet music, libretti
- Commercially available dissertations
- Books published pre-1801
- Periodicals
- Microform (unless filmed by the Library of Congress, and then only selectively)
- Local history (call numbers: F below 1000)
- Audio-visual materials
- Any book still available from the publisher

If you have any questions about these services or any of the changes, please contact Becky Ringwelski, (612) 624-0375; Agnes Lee (612) 624-4574; or Carol Nelson, (612) 624-7879 or 1(800) 462-5348.

News from Libraries Around the Minitex Region



Natural Resources Research Institute in Hermantown, MN

Dave Paulson

Sue Hendrickson, Librarian at the University of Minnesota Duluth's Natural Resources Research Institute (NRRI) Library in Hermantown, just west of Duluth, recently welcomed visiting MINITEX staff members Rhonda Wemark, Dave Paulson, and Carol Nelson for a tour.

The NRRI Library provides information services to the Institute's technical staff of 125, the university community, industry representatives and the general public.

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Natural Resources Research Institute in Hermantown, MN (continued from page 6)

Research at NRRI tends to concentrate on forest landscapes, peat, mining and minerals, chemical derivatives from natural products, wetlands, streams, and inland lakes. The study of Lake Superior is also a popular topic of study at the Institute.

NRRI's mission is "to foster economic development of Minnesota's natural resources in an environmentally sound manner to promote private sector employment." A Minnesota "state special" appropriation provides the Institute's base funding, with grants and contracts contributing to its operating budget. The Institute's activities are threefold. To provide:

- Strong applied research and development efforts to assist Minnesota companies.
- Information for resource and business managers to make sound economic and environmental decisions.
- Institute engineers, scientists and business experts to partner with entrepreneurs and companies on near-term economic development efforts.

Toward that goal, NRRI researchers recently teamed with experts from the Minnesota DNR and the U.S. Geological Survey to develop maps detailing the depth and substrate types of Lake Superior's near shore from Duluth to Grand Marais. Using sonar, global positioning systems, and geographic information systems, scientists gathered data valuable for fishery maintenance, shoreline protection and lakeshore development.

Sue's work with her patrons ranges from providing general information to tailoring the results to very specific queries. She helps interpret bibliographic information, provides in-depth literature searches, and provides direction in locating research materials. She fulfills most of her user needs using the NRRI and University of Minnesota Duluth collections.

Access to materials through MINITEX provides a complement to the resources available at the library. Sue is pleased with MINITEX services. She says, "I realize others in special libraries share the same needs as our clientele. MINITEX greatly assists us in fulfilling the requests of our patrons."

On the tour, MINITEX Staff learned that NRRI is locat-



Sue Hendrickson, NRRI and Dave Paulson, MINITEX, on a recent tour of the Natural Resources Research Institute in Hermantown.

ed in a former US Air Force Building - which helps to explain the enormous elevators that were designed to hold very large equipment. We also saw bulletin boards explaining research activities at NRRI including photos of current and past projects. Some departments display examples of products they have helped to develop, such as coffee mugs made of taconite by-products, imitation logs, and photos of pre-cut, site built housing materials.

The quantity of successful product development projects and research efforts in which NRRI has been involved is impressive. Products range from the 'Ladder Buddy', an award winning ladder attachment, to aquaculture products which make crayfish more valuable to the food and bait industries. NRRI has even been instrumental in turning lamprey (an exotic species not native to the Great Lakes and which is destructive to local fish) into an export food product to Spain and Portugal, where they are a culinary delicacy!

To MINITEX staff, the Aquaculture Laboratory left a lasting impression. Lampreys slither around, and crawfish have even managed to escape. "We have many exciting research projects going on at NRRI all the time," Sue declares. To learn more about NRRI visit their website at: <http://www.nrri.umn.edu/default/> and the Natural Resources Library website at: <http://www.nrri.umn.edu/library/library2.html>.

MINITEX Delivery System – the South Dakota journey!

Fred Finch

About a year ago, MINITEX became responsible for courier contracts for many of the libraries in the state of South Dakota. I decided I needed to make a trip to South Dakota to get a better idea of what was really happening locally, in terms of how the courier system worked. I have been as far as Sioux Falls on several visits to the courier, but that was the extent of my South Dakota travel in my role as Delivery Manager for MINITEX. I chose the last week in October to finish travel to remote locations without the prospect of bad weather.

October 21st was spent in Sioux Falls meeting with our courier representative, Laurie Webb at Velocity Express. Later that day, I visited Augustana College for an informal meeting with Deb Hagemeyer and staff where I learned that the courier's dedicated driver in South Dakota was working well. At that time, the driving conditions were still perfect.

From Sioux Falls I made my way north to spend the night at the AmericInn in Aberdeen. Among the motel's other guests that night were several hunting dogs. On more than one occasion the happy little beasts accosted me while I was making my way to my room.

Walking outside on the morning of October 22nd I was surprised to see that my plan to avoid bad weather foiled when I was met with 6 inches of fresh snow! However, a meeting that day with Shirley Arment, at Alexander Mitchell Public Library, was productive. It gave me a better idea of how delivery of materials in the area is working. Alexander Mitchell Library is the sorting hub for several libraries in the region, including Northern State University, Presentation College, and Avera St. Luke's Hospital libraries.

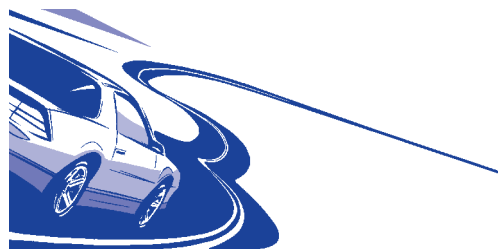
The journey from Aberdeen to Pierre was a driving re-education for me -- I was raised in Minnesota and learned to drive on a frozen lake and that experience came in handy. Earlier in the trip I had been driving at speeds of around 75 MPH. Leaving Aberdeen, I was topping out at 35 MPH. Almost 4 hours later I was in Pierre, a drive that in normal conditions would take about 2.5 hours.

Fortunately, it was in time for a meeting with Access Services Librarian, Ann Eichinger, and Bell Jacobsen, the Interlibrary Loan/Circulation Coordinator. Our meeting was brief, as I would be seeing Bell and Ann again when we met with Terri Baxter, the courier representative, in Sioux Falls later in the trip.

South from Pierre, I took US-83 to I-90. The drive was quite pleasant until the last mile, when I arrived at the beginning of road construction to change US-83 from a two-lane to a four-lane road. The "Mile of Mud," changed the color of the University of Minnesota's 2003 Chevrolet Impala from pearl white to dirt brown.

The itinerary included a stop in Rapid City to visit the major courier operation for the western part of South Dakota. Glen Anderson is the contractor for Velocity Express in Rapid City. He has been the courier there for the better part of the last 20 years and is the reason for the consistent service in that region. Glen's operation is small, efficient and effective. I saw proof of that during my visits with Linda Allbee at Black Hills State University and with Kathy Follette and Sharon Henry at Grace Balloch Memorial Library in Spearfish. I met the courier while I was at Black Hills State and was impressed that he was on time considering the road conditions.

All of the driving around South Dakota gave me a new insight to the tasks and challenges that the courier faces on a daily basis. Logistically I had to adjust my driving, my itinerary and plan for any unforeseen contingencies. Velocity Express does this 365 days each year in all kinds of weather. This is something we all need to keep in mind on those days where everything is going wrong and the courier still manages to show up on time!



MARK YOUR CALENDAR!

“Making Sense of it All: Resource Sharing
Today and Tomorrow”

The Twelfth Annual
MINITEX Interlibrary Loan Conference
Friday May 2, 2003

Bandana Square Banquet and Conference Center

Julie Blume Nye’s presentation will focus on standards that impact interlibrary loan. She will address Z39.50, ISO, NCIP and OpenURL.

Keynote Speaker: Julie Blume Nye has been with Fretwell-Downing, Inc. since August 2001 and is based in Durham, North Carolina. In her position as Senior Product Designer, she works with the company’s UK-based software developers and product marketing staff worldwide to ensure that Fretwell-Downing’s resource sharing products meet customer needs. She represents Fretwell-Downing on several national and international standards development efforts, including the NISO Circulation Interchange Protocol (NCIP) and the US National Profile for Z39.50. She is a founding member of the ILL Protocol Implementers Group (IPIG) and recently served as SOLINET’s representative on the OCLC Resource Sharing Advisory Committee.

Before joining Fretwell-Downing, she was the State Library of North Carolina’s Consultant for Interlibrary Cooperation and Resource Sharing. Her previous automation-related positions have included Online Catalog Functional Design Manager and Document Delivery System Project Manager for the Triangle Research Libraries Network.

Registration information will be distributed soon.

IN CONSTANT DEMAND TITLES

March 2003

Angels Marian Keyes
Bend in the Road Nicholas Sparks
Blessings Anna Quindlen
Bone Vault Linda Fairstein
Breathing Room Susan Elizabeth Phillips
Calcium Factor Robert Barefoot
Child of my Heart Alice McDermott
Claiming the City Mary Wingerd
Cold Blooded Lisa Jackson
Corrections Jonathan Franzen
Death by Chocolate G. A. McKevev
Death by Diet Robert Barefoot
Death of the West Patrick J. Buchanan
Face the Fire Nora Roberts
Fall on Your Knees Annie-Marie MacDonald
Fine Balance Rohinton Mistry
Girl Named Zippy Haven Kimmel
Good Sister Diana Diamond
How to be Alone Jonathan Franzen
If Looks Could Kill Kate White
July, July Tim O’Brien
King of Torts John Grisham
Kitchen Boy Robert Alexander
Let’s Roll Lisa Beamer
Little Friend Donna Tartt
Lovely Bones Alice Sebold
Miniatures Norah Labiner
Motherhood and Hollywood Patricia Heaton
Name Franklin Graham
Nanny Diaries Emma McLaughlin
New Christianity for a
New World John Shelby Spong
New Kind of Science Stephen Wollfram
Night in Rodanthe Nicholas Sparks
Prague Author Phillips
Right Man
- The Surprise Presidency David Frum
Running With Scissors Augusten Burroughs
Self Matters Phillip C. McGraw
Summons John Grisham

CALENDAR OF UPCOMING EVENTS

- March 24-25** PALS Spring User Group Meeting • St. Cloud State University
- April 3** Web Interface to OCLC's ILL - training • 9:00 a.m. - 12:00 p.m.
University of Minnesota, Minneapolis, MN
For more information:
<http://www.minitex.umn.edu/train-conf/calendar.asp>
- April 15** MnLINK Spring User Group Meeting • College of St. Benedict, St. Joseph, MN
- April 22** Enhancing Quality Staff • 7:45 a.m. - 4:15 p.m.
Radisson Hotel Metrodome, Minneapolis, MN
- May 2** MINITEX Annual Interlibrary Loan Conference • Bandana Square, St. Paul
Registration materials will be distributed soon



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